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SOUTH CAROLINA COMMISSION FOR THE BLIND (SCCB)

ANNUAL ACCOUNTABILITY REPORT

Fiscal Year 1997-1998

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STATE DOCUMENTS

October 9, 1998

The Honorable David M. Beasley
Governor, State of South Carolina
The Honorable Members of the General Assembly

Dear Governor Beasley and Members of the General Assembly:

The South Carolina Commission for the Blind serves individuals with blindness or severe visual impairments and has developed quality programs for all ages. The hallmarks of this administration continue with efforts to seek competitive job placements, accountable use of resources and the ability to improve the independence of our customers.

The mission of the Agency is determined by our quest for excellence and is described herein. The Commission has as its priorities: 1. to increase employment outcomes for individuals with blindness or severe visual impairments, 2. to maximize an ongoing statewide effort to prevent blindness, and 3. to promote and strengthen developmental and educational opportunities for children with severe visual impairments.

This administration truly is committed to putting families first, creating job opportunities for citizens with blindness or severe visual impairments, and promoting health care initiatives through the prevention of blindness. A commitment to excellence is not just a philosophy but a benchmark by which this Agency operates.

Any questions about this report can be directed to Ruby Flateau at 734-7533.

Sincerely,

Michael L. Thompson, Interim Commissioner

EXECUTIVE SUMMARY

I am pleased to submit the 1997-98 Accountability Report for the South Carolina Commission for the Blind. Following are priority rankings of programs and justification for those rankings.

Priority One: Vocational Rehabilitation

The field of vocational rehabilitation for blind agencies in this country is becoming more competitive in the areas of securing resources and job placements. This administration has adopted a jobs-first approach in the provision of services to our constituents. As a consequence, the administration has classified its Vocational Rehabilitation Division as the principal priority.

Vocational rehabilitation of persons with legal blindness is a legislative mandate under State Statue, Act 2325. In keeping with this mandate, the mission of the program is to produce quality job placements in the public and private sectors. Our job placement practices enable us to compete against experienced private-sector recruiters who place sighted persons in employment.

We also educate potential employers about the benefits inherent in hiring individuals with blindness or visual impairments.

In FY 97-98 the Vocational Rehabilitation program obtained a successful employment outcome for 153 customers. Of that number, 75 percent were placed at or above minimum wage. This reflects a 5 percent increase of the number of individuals placed in employment earning at or above the minimum wage. Estimated total income represents \$1.5 million, reflecting an increase of \$200,000 over last year.

Priority Two: Prevention of Blindness

While rehabilitation is the principal focus of the Agency, preventing sight loss is a major concern. A high priority is placed on prevention because it - if successful - precludes rehabilitation. To make these successes reality, this Agency has developed cooperative efforts with the South Carolina Society of Ophthalmology and Optometric Association. These service providers, in conjunction with Agency resources, treated 1,651 customers in FY 97-98 who otherwise may have lost their vision. Research indicates that every dollar invested in preventing blindness saves taxpayers \$7.00 in rehabilitation costs. If these persons had not been successfully treated, the taxpayer costs would have been \$6.6 million. (Note: Current state prevention budget of \$939,487 multiplied by \$7.00)

We value our aggressive initiatives in networking, screening and treatment of South Carolinians at risk of losing their sight.

Priority Three: Children's Services

Today's emphasis is on putting families first, and we at the Commission agree. The Commission is uniquely challenged to intercede on behalf of children with visual impairments to promote

successful developmental and educational opportunities. In FY 97-98, this program served 463 children from birth through the age of 16.

Our mission is to work not just with the children, but with their families, schools, and other services in the state and their communities. Our Children's Services counselors work diligently throughout South Carolina to address each child's individualized needs. They conduct diagnostic and developmental assessments; provide guidance and counseling for families; provide technical assistance/consultation to preschool, private and public schools; serve as resources; and determine which aids and appliances will best assist each child in the educational setting.

The Commission's goal is to be responsive to the needs of all our customers, giving them the same options as their sighted counterparts when pursuing opportunities and resources designed to improve their quality of life and maximize their independence.

MISSION STATEMENT

The South Carolina Commission for the Blind is committed to the promotion of dignity and the development of opportunities for independence for residents (all ages) with blindness or severe visual impairments. Employment of individuals with blindness or severe visual impairments is the primary purpose of our mission. We serve a unique population with specialized needs because 85 percent of the information one receives from his or her environment is visual. Therefore, when vision is lost or significantly diminished, it is imperative that specialized resources such as those provided by the South Carolina Commission for the Blind are available without the red tape. In addition to vocational rehabilitation services, the Agency offers adjustment to blindness training. The Commission also operates an ongoing prevention of blindness program that assists customers with medical services which prevent the loss of sight, help restore sight or maintain visual functioning. All programs have the goal of maximizing our customers' potential for independent living and improving their quality of life. This mission embodies the legislative mandate that established the South Carolina Commission for the Blind in 1966.

REHABILITATION SERVICES PROGRAM DESCRIPTION

Rehabilitation Services is the largest program within the South Carolina Commission for the Blind. It encompasses the following activities: Field Services, the Ellen Beach Mack Rehabilitation Center, Braille Literacy, Projects with Industry (Strategic Plan), Employment and Training, Business Enterprise Program (BEP), Technical Services Division, Transportation, Social Security Disability Determination (SSDD), Supported Employment, Independent Living Part-B, and Radio Rehabilitation.

The total Rehabilitation Services Budget is:

State \$1,164,654 Federal \$4,496,309 Other \$57,846

We have highlighted program costs and information on the major sub-programs within Rehabilitation Services.

REHABILITATION SERVICES
(FIELD SERVICES - REGIONS I, II, III)

PROGRAM COST: State \$189,766 Federal \$845,931

PROGRAM GOAL: To assist eligible South Carolinians who are blind or severely visually impaired in achieving equality of opportunity, full inclusion and integration in society, employment, independent living and economic and social self-sufficiency. The goal is for each customer to reach his/her vocational potential.

PROGRAM OBJECTIVES: To provide a variety of vocational rehabilitation services which specifically allow SCCB customers the ability to obtain a meaningful employment outcome.

To secure employment for at least 160 individuals during Federal FY 1997-98.

To place individuals in employment, 70% of which will be placed in jobs making at or above the minimum wage.

PERFORMANCE MEASURES:

Workload:

- 1,040 customers were served by the Vocational Rehabilitation Division.

Efficiency:

- \$996 average annual cost per customer for general operation of field services for vocational rehabilitation.

Outcomes:

- Out of the 160 projected closures, 153 obtained a successful employment outcome.
- 96% of established goals for successful vocational rehabilitation were met.
- Of the 153 individuals meeting a successful employment outcome, 75% were placed in jobs earning at or above the minimum wage. In comparison to last year, this reflects a 5% increase of individuals placed in employment earning at or above the minimum wage.
- Estimated total income represents \$1.5 million. This reflects an increase of \$200,000 in comparison to last year.

Note: Statistical data are based on the Federal Fiscal Year.

**REHABILITATION SERVICES
STATE-OWNED AND OPERATED REHABILITATION TRAINING FACILITIES
(REHABILITATION CENTER)**

PROGRAM COST: State \$346,260 Federal \$934,086 Other \$57,846

PROGRAM GOAL: The Ellen Beach Mack Rehabilitation Center (EBMRC) offers a variety of training programs that emphasize employment outcomes for customers with blindness or severe visual impairments. These programs include adjustment to blindness, vocational evaluation, horticulture and business enterprises (vending). The facility also provides the evaluation, entrance, rehabilitation support and dormitory services for the Technical Services Division training program, Greenhouse Management, and Projects with Industries (PWI). The Spartanburg Mini Center (also employment outcome oriented) provides an abbreviated approach to adjustment to blindness services for customers who select to enter a day program as opposed to one that is residential.

The Low Vision Clinics offer examinations, evaluations, information, and low vision aids for customers with visual impairments.

The Mobile Outreach Program provides statewide, short-term, community-based services in the areas of daily living skills, adjustment to blindness, and orientation and mobility. Training bases encompass the Low Country, Upstate, Midlands and Western Piedmont regions. Mobile Outreach training emphasizes adjustment to blindness skills.

PROGRAM OBJECTIVES: To process 100% of the requests for vocational rehabilitation training and make such training available/accessible to eligible customers. To provide the following training based on individual need, individual vocational objective, and level of independence desired: orientation and mobility (urban and rural environments), home and personal management, vocational evaluation and work adjustment, group and individual counseling, vocational training, woodworking, medical and low vision services, outreach, and communications (braille, typing, letter writing guides, etc.).

PERFORMANCE MEASURES:

Workload:

- 128 customers served in the Ellen Beach Mack Rehabilitation Center.
- 39 customers served at the Spartanburg Mini Center.
- 363 customers served in the Low Vision Clinics.
- 130 customers served in the Mobile Outreach Programs.
- 660 total customers served.

Efficiency:

Based on the total operating cost for the Rehabilitation Training Facilities, the average annual cost per client for the State fiscal year (July 1, 1997 - June 30, 1998) was \$2,028.

Outcomes:

Total number of customers (660) were provided training in the following areas:

- 99% Orientation and Mobility training
- 88% Home and Personal Management training
- 97% Work Adjustment and Vocational Evaluation
- 100% Individual Counseling

- 90% Group Counseling
- 89% Vocational training
- 75% Woodwork training
- 98% Communications
- 99% Medical and Low Vision services
- 98% Outreach programs

**REHABILITATION SERVICES
BRAILLE LITERACY**

PROGRAM COST: State \$16,962 Federal \$87,370

PROGRAM GOAL: To provide adults with blindness or severe visual impairments with communication skills that will enable them to lead independent and productive lives within the home, community and work setting. Braille literacy will provide these individuals with job readiness skills designed to enhance their ability to secure and maintain satisfying gainful employment.

PROGRAM OBJECTIVES: To provide instruction in the areas of reading readiness, Grade I and Grade II Braille. To increase vision teachers= knowledge and awareness of braille literacy. The Braille Literacy Center also augments braille communications skills training offered through the Ellen Beach Mack Rehabilitation Center.

PERFORMANCE MEASURES:

Workload:

- 16 customers referred by counselors.
- 92 customers referred through the adjustment to blindness program at EBMRC.
- One braille literacy awareness seminar attended by 65 vision teachers and education coordinators.

Outcomes:

- 72 customers completed the Braille Literacy program.

**REHABILITATION SERVICES
PROJECTS WITH INDUSTRY (PWI)
(STRATEGIC PLAN)**

PROGRAM COST: State 0 Federal \$178,156

PROGRAM GOAL: To prepare customers with blindness or severe visual impairments for employment through a simulated manufacturing environment.

PROGRAM OBJECTIVES: To provide and train individuals with the skills necessary for obtaining and maintaining employment. These include generating a resume, interviewing skills, work ethics, work skills and stamina training.

In addition to working in the manufacturing environment, customers without a high-school diploma are provided instruction and assistance in obtaining their GED.

To promote good health awareness and its relationship to the work environment.

PERFORMANCE MEASURES:

Workload:

- 39 individuals participated in the PWI program.
- As training tools, actual production work was performed for Wilson Sporting Goods, BIC Corporation and FN Manufacturing.
- 3 customers received GED instruction.

Outcomes:

- 17 participants obtained employment in a manufacturing environment with starting salaries above minimum wage. Fourteen (14) participants have applications pending. Eight (8) withdrew from the program for medical/personal reasons.
- \$9,133 of program income received from services rendered to Wilson, BIC and FN. In addition to generating fee income, leased equipment expenditures have been eliminated due to private sector donations.
- 2 customers obtained their GED certificates. The third individual is awaiting the results of his test.

**REHABILITATION SERVICES
BUSINESS ENTERPRISE PROGRAM (BEP)**

PROGRAM COST: State \$189,227 Federal \$635,179 Other \$13,886

PROGRAM GOAL: To provide remunerative employment for South Carolina's citizens who are legally blind and to provide public and private locations with high quality food service operations.

PROGRAM OBJECTIVES: To oversee the operation of 111 vending facilities across the State.

To establish three new vending facilities.

PERFORMANCE MEASURES:

Workload:

- 111 vending facilities (snack bars, cafeterias, and full line vending) operated in public and private buildings.
- Combined total of 195 blind licensed vendors and helpers working in vending facilities.

Efficiency:

- \$7,427 average cost per vending facility operation.

Outcomes:

- 100% of vending facility stands planned for establishment were opened.
- 6 SCCB customers began operating vending facilities during the year.
- Average \$23,882 earnings per vending facility.
- Average \$4,400 additional payroll paid per vending facility.
- \$297,408 total sales tax paid by blind licensed vendors.
- \$3,726,747 reinvested in merchandise purchases.
- \$7,147,846 total sales generated by vending facilities.

**REHABILITATION SERVICES
EMPLOYMENT AND TRAINING DIVISION
(EMPLOYMENT CONSULTANTS)**

PROGRAM COST: State \$24,954 Federal \$139,035

PROGRAM GOAL: To provide appropriate job training, development and placement for South Carolina=s employable blind/severely visually impaired population. To work closely with SCCB vocational rehabilitation counselors in placing customers in gainful employment. To conduct in-service sensitivity and awareness sessions for employers on ADA, sighted guide techniques, and attitudes regarding employment of individuals with blindness/severe visual impairments. To educate employers about incentives for hiring SCCB customers, i.e., on-the-job training, Work Opportunity Tax Credits, and the Second Injury Fund. To maintain a statewide Job Network Bank.

PROGRAM OBJECTIVES: To conduct 30 or more new employer presentations each month and maintain and follow-up employer listings in the job bank.

To participate in a minimum of six placements per month and a minimum of six on-site studies (tour/job analysis).

To assist in the job placement of customers who complete the Commission's Projects with Industry (PWI) initiative. These positions previously were underdeveloped for customers with blindness or severe visual impairments.

To ensure each consultant is knowledgeable of reasonable accommodations in the area of technology for individuals with blindness or severe visual impairments. To work closely with the Technical Services Division in providing these services.

PERFORMANCE MEASURES:

Workload:

- 90 customer referrals.
- 256 tours and job analyses.

Outcomes:

- 50 on-the-job training opportunities (OJT) and/or placements during FY 97-98. The OJT=s or placements included, but were not limited to the following: Norwest Mortgage Co., Holiday Inn Reservation Center, RBMG, Rauch Industries, Shakespeare Industries, Time Warner Cable, TeleTek, S&W Manufacturing, and Greenleaf Inc.
- 355 new employer contacts.
- 256 tours and job analyses.

**REHABILITATION SERVICES
TECHNICAL SERVICES DIVISION**

PROGRAM COST: State \$43,323 Federal \$185,790

PROGRAM GOAL: To serve as the technological resource for SCCB customers and the community; to evaluate existing and potential job sites for equipment modifications that will enable individuals who are blind or severely visually impaired to perform specific job functions; to perform equipment modification as necessary; to provide instruction in the use of high-tech adaptive equipment (computers); and to provide automation training for SCCB staff.

PROGRAM OBJECTIVES: To train SCCB customers who meet established requirements. To address 100% of the requests for services that come through the Technical Services Division.

PERFORMANCE MEASURES:

Workload:

- 28 consumers participated in the Assistive Technology Training Program.
- 6 students participated in the Summer Teen Program.
- 4 presentations were made and attended by 45 persons.
- 76 in-house demonstrations of assistive technology with 100 persons attending.
- 125 responses to requests for assistive technology information.
- 40 job-site evaluations.
- 18 installations of hardware and software.
- 5 de-installations of hardware and software.
- 50 calls for consumer assistance concerning PC=s and assistive technology.
- 370 requests received for Braille services.
- 10,673 pages of braille were produced.
- 6,464 thermoform copies.
- 1,220 man-hours of Office Automation Training for 140 employees were conducted.
- 15 troubleshooting.
- 5 research projects.
- 3 instances provided support to schools.

Efficiency:

- \$2,894 of program income generated from the production of braille.

Outcomes:

- Commission customers are more technologically skilled and better able to compete in the job market as a result of the Assistive Technology Training Program.
- SCCB provides on-sites automation training for staff, thereby saving time/money and increasing staff efficiency.
- The Technical Services Division assists agencies, boards, commissions and employers in

meeting ADA requirements.

**REHABILITATION SERVICES
TRANSPORTATION DIVISION**

PROGRAM COST: State \$18,511 Federal \$335,848

PROGRAM GOAL: To provide a safe and cost-efficient mode of transportation for SCCB customers who meet state and federal eligibility requirements.

PROGRAM OBJECTIVES: To transport 100% of the eligible customers requiring transportation to medical appointments, SCCB office visits, training, work, meetings and school.

To provide every SCCB vehicle operator with life saving and driver training within the first six (6) months of employment and three hours of driver training each quarter.

To ensure that each transportation vehicle receives its regular maintenance check within the time periods recommended by the SC Division of Motor Vehicle Management.

PERFORMANCE MEASURES:

Workload:

- 3,418 eligible customers requested transportation services.
- 15 vehicles to be maintained as recommended by the SC Division of Motor Vehicle Management.

Efficiency:

- The average cost of 13,720 trips made across the state was \$26 per trip with the mean distance per trip of 30 miles. The cost includes salaries of drivers, full-time staff and vehicle operating costs.

Outcomes:

- 100% of eligible customers received transportation services.
- 100% of vehicles were maintained as recommended by the SC Division of Motor Vehicle Management.
- No vehicle accidents occurred in FY 97-98.

**REHABILITATION SERVICES
SOCIAL SECURITY DISABILITY DETERMINATION**

PROGRAM COST: State \$12,508 Federal \$34,574

PROGRAM GOAL: To make determinations of eligibility for Social Security Disability and Supplemental Security Income Benefits. To process claims that are filed in South Carolina, in which the claimant alleges he or she has a visual impairment of such severity that it prevents him or her from engaging in work activity.

PROGRAM OBJECTIVES: To process 100% of the disability determinations in an accurate and timely manner.

To obtain medical records and, when deemed necessary, purchase consultative eye examinations to provide evidence for claims adjudication.

To consider all claimants for possible referral to the other various Agency departments, whether awarded benefits or not.

PERFORMANCE MEASURES:

Workload:

- 435 disability determination decisions.
- 213 service referrals.

Efficiency:

- 98.4% annual accuracy rate.
- 44 days average processing time.

Outcomes:

- The SCCB Disability Determination Unit annually receives recognition from the Federal Review Component for its high accuracy rate.

PREVENTION OF BLINDNESS

PROGRAM COST: State \$939,487 Federal 0

PROGRAM GOAL: To prevent the loss of sight through the provision of eye medical services to indigent residents of South Carolina. To give priority to residents with the most sight-threatening or progressive eye diseases. To detect eye diseases in their very early stages through diagnostic eye examinations.

PROGRAM OBJECTIVES: (Used previous year's figures as base to determine objectives)

To provide Prevention of Blindness services to at least 1,567 persons.

To provide a minimum of 519 diagnostic eye exams and follow-up exams to detect serious eye diseases.

To provide a minimum of 335 ocular surgeries and treatments with priority given to the most sight-threatening procedures.

To provide at least 26 (approximately 5 per counselor) educational awareness activities to impart general knowledge to the public concerning eye diseases and treatments.

PERFORMANCE MEASURES:

Workload:

- 1,651 persons served under Prevention of Blindness.
- 637 eye exams and reexams sponsored.
- 530 surgeries and treatments sponsored.
- 24 educational and public awareness activities provided.

Efficiency:

- \$569 average cost per person served.

Outcomes:

- 1,651 persons served under Prevention of Blindness with an objective of 1,567. (Success Rate 100%)
- 637 eye exams and reexams sponsored with an objective of 519. (Success Rate 100%)
- 530 surgeries and treatments sponsored with an objective of 335. (Success Rate 100%)
- 24 educational and public awareness activities provided with an objective of 26. (Success Rate 92%)

**INDEPENDENT SERVICES FOR THE OLDER BLIND
(IDL ELDERLY)**

PROGRAM COST: State \$13,543 Federal Grant \$259,263

PROGRAM GOAL: To provide daily living skills instruction to older individuals (defined as 55 years and older) with blindness or severe visual impairments. These skills are designed to enable this population to remain independent in their homes. To provide information and referral in the area of eye diseases as they relate to the aging process. To apprise older persons and their families of other services available to them in the community. Another goal of the program is to identify and serve the estimated number of older South Carolina residents with blindness or severe visual impairments (* approximately 15,628) who do not know about or have not accessed blind rehabilitation services available to them.

PROGRAM OBJECTIVES: (Used previous fiscal year's figures as base to determine objectives)

To provide adjustment to blindness skills to at least 384 older persons with blindness and severe visual impairments according to individual need and expressed desires.

To provide counseling and support to at least 612 older persons experiencing vision loss.

To provide information and resources to families of at least 612 older persons experiencing vision loss.

To increase, by at least 100%, the number of older individuals with blindness or severe visual impairments who utilize the independent living services of SCCB. (figures from Title VII Chapter 2 Grant).

To cooperate, coordinate with, and serve as a resource to all federal, state, and local entities providing services for older persons.

PERFORMANCE MEASURES:

Workload:

- 506 individuals served.
- 477 new referrals for FY 97-98.

Efficiency:

- \$539 average cost per customer for in-home or community-based training in adjustment to blindness.

Outcomes:

- 506 persons served with an objective of 384. (Success Rate 100%)
- 915 persons provided counseling and support with an objective of 612. (Success Rate

100%)

- 915 families provided information and resources with an objective of 612. (Success Rate 100%)
- 477 new referrals to increase caseload (506) by 100%. (Success Rate 94%)

The Independent Living for the Older Blind program is extremely cost-effective in that it costs \$31,755 annually for a person to receive nursing or residential care (based on Medicaid rates of \$87 per day), in comparison to a \$539 average expenditure to teach an individual independent living skills. The program also continues to be involved with other agencies or departments providing services to older adults. These include the Department of Health and Human Services, Office on Aging Summer School of Gerontology and various other local and state task forces and committees.

* Estimate from the National Center for Health Statistics (1994)

**COMMUNITY SERVICES
(CHILDREN=S SERVICES)**

PROGRAM COST: State \$289,296 Other \$21,401

PROGRAM GOAL: To afford children (birth to approximately age 16) with blindness or severe visual impairments the opportunity to develop maximum personal growth; to teach the skills necessary for optimal independent functioning through instruction with the family and child; and to develop competencies for mainstreaming children with blindness or visual impairments effectively within community programs.

PROGRAM OBJECTIVES: (Based on an average of previous year=s activities)

To provide case management, counseling and guidance, consulting services, diagnostic and developmental assessments, low vision services and to design learning services for at least 449 families of children with blindness or severe visual impairments.

To receive at least 127 new referrals.

Provide transitional services (into the Vocational Rehabilitation Program) to at least 22 youths.

PERFORMANCE MEASURES:

Workload:

- 463 children (birth to age 16) served.
- 141 new referrals received.
- 29 customers received transitional services.

Efficiency:

- \$671 average cost per child for case management services.

Outcomes:

- SCCB provided services to 463 children who are blind or severely visually impaired. Additionally, 29 youths were transitioned successfully into our Vocational Rehabilitation Program for a total number served of 492. (100% of goal)
- SCCB received 141 new referrals which exceeded our projected goal of 127 new referrals.
- 29 youths were provided with transition services into our Vocational Rehabilitation program. (100% of goal)

EDUCATIONAL RADIO FOR THE BLIND

PROGRAM COST: State \$56,491 Federal \$111,042

PROGRAM GOAL: To provide 24-hour-per-day access to conventionally printed material necessary for daily living. To utilize an average of 75 volunteer readers to produce 105 hours of local information. The remaining 63 hours per week originate from satellite links to the Public Radio Satellite System and the Minnesota Radio Talking Book Network. Information provided by the South Carolina Educational Radio for the Blind is accessible 24 hours per day, 365 days per year. Programming is based on listener surveys, demographic characteristics and availability of publications.

PROGRAM OBJECTIVES: To provide immediate access to information from the three major daily newspapers in South Carolina, seven days a week. Two other S.C. newspapers and one national newspaper are aired five days per week. Emphasis is given to items not available through commercial broadcast media such as the obituaries, editorials, feature columns and news analysis pieces.

To provide a wide variety of information from nine South Carolina and two national newspapers organized by topic so listeners can easily find information in their areas of interest.

To provide readings from weekly and monthly periodicals, those published nationally and those specifically for South Carolinians.

To provide serial readings of national best-selling books and books by local authors so listeners can read them while the books are current.

To provide specially tuned radio receivers to eligible customers which enable them to access the programming.

PERFORMANCE MEASURES:

Workload:

- Provided 8,760 hours of programming in the following manner:

Daily newspapers . . . 2,548 hours

Topical programs . . . 3,434 hours

News 1,092 hours

Magazines 802 hours

Books 780 hours

Music/Specialty 104 hours

- Locally produced programming accounts for 6,647 hours per year. Satellite feeds from the Public Radio Satellite System make up 1,368 hours, and recordings from the Minnesota Radio Talking Book Network provide 745 hours each year.

Efficiency:

- Actual cost of producing programming with volunteer readers is \$5.12 per customer per year.
- Projected cost of producing programming using paid readers is \$10.10 per customer per year.
- Projected cost of providing individual readers to 4,015 people for 90 hrs/week each year is \$36,135.00 per customer per year.
- One-time cost of adding 496 new customers in FY 97-98 was \$28.22 per client.
 - Of the 496 customers added in July 97 - June 98:
 - 11 were referred by Vocational Rehabilitation Division.
 - 273 were referred by Prevention of Blindness Department.
 - 116 in Federal category.
 - 96 other.

Outcomes:

- SC Educational Radio for the Blind listeners were kept apprised of current events and up-to-date medical, health, educational, "how-to," etc. information. Information was provided in the most economical and expeditious manner possible.

VOLUNTEER SERVICES

PROGRAM COST: State \$6,942 Federal \$27,376

PROGRAM GOAL: To provide volunteers for customer services offered by the South Carolina Commission for the Blind. Agency volunteerism falls into two broad categories: those who record print material for the South Carolina Educational Radio for the Blind and individuals who perform duties ranging from the braille library, to Children's Services, to answering telephones, to non-broadcast tapings and special events.

PROGRAM OBJECTIVES: To have volunteers produce an airworthy product for broadcast and/or dissemination to SCCB customers.

To maintain an adequate number of volunteers to meet the Agency's demands.

PERFORMANCE MEASURES:

Workload:

- Number of volunteers per quarter:
 - 1st qtr. - 125
 - 2nd qtr. - 111
 - 3rd qtr. - 108
 - 4th qtr. - 128
- Total hours worked per quarter:
 - 1st qtr. - 2,261
 - 2nd qtr. - 2,887
 - 3rd qtr. - 2,057
 - 4th qtr. - 2,122

Efficiency:

- Value to agency per quarter:
 - 1st qtr. - \$17,437
 - 2nd qtr. - \$16,027
 - 3rd qtr. - \$16,297
 - 4th qtr. - \$16,482

Outcomes:

- The Volunteer Services Department met requests for services by 100%.
- Volunteers saved the Agency \$66,243 in FY 97-98.

MEDIA CENTER

PROGRAM COST: State \$8,245 Federal \$32,982

PROGRAM GOAL: To operate as the production clearinghouse for braille, tape, or large print material for use by South Carolina residents with legal blindness. To provide on-site library services for SCCB customers. To produce materials for SCCB customers, staff, state or federal agencies, school districts, or individuals who need information in the media that persons with blindness or visual impairments utilize. The Center provides textbooks in braille to students enrolled in public and private schools throughout the state.

PROGRAM OBJECTIVES: To assure accurate transcription of printed material into braille, large print, and/or on audio tapes.

To process 100% of material submitted to the Media Center.

To maintain accurate records of all activity (transcription and research).

PERFORMANCE MEASURES:

Workload:

| | # of requests | % of increase over FY 96-97 |
|--------------|---------------|-----------------------------|
| - Braille | 2,061 | 13% |
| - Tape | 1,683 | 12% |
| - Large Type | 1,743 | 11% |

- 5,487 persons served.
- Processed 297 textbooks consisting of 4,197 volumes and 272,805 braille pages.

Efficiency:

- Services are provided with no direct cost. Twenty-five (25) volunteers produced material in braille, tape, or large print.
- 2,463 volunteer hours.

Outcomes:

- In FY 97-98 the Media Center experienced an average increase of 12 percent in all activity in comparison to the previous fiscal year. The Media Center assures information is available in the format(s) individuals with blindness or visual impairments desire. As a result, the Commission meets ADA requirements in all communication disseminated.



DATE DUE

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